

TERRY BRANSTAD, GOVERNOR

KIM REYNOLDS, LT. GOVERNOR

IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Betsy Brandsgard
CHAIRPERSON

Timothy L. Lapointe
Robert R. Hardman

Shannon Cofield
Richard Bruner

David A. Vaudt

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2011

Date filed: 02/22/2012

Name of company covered by this certification: State of Iowa, Iowa Telecommunications & Technology

Form 499 Filer ID: 812803

Name of signatory: David Lingren

Title of signatory: Executive Director

I, David Lingren, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

If affirmative: N/A

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

If affirmative: N/A

Signed /David Lingren/

The State of Iowa, Iowa Telecommunications & Technology Commission (ITTC) cannot certify that it can keep CPNI confidential under current Iowa statutes. The ITTC does believe it is compliant with the intent of 47 C.F.R. § 64.2009(e).

The customers of the ITTC are state agencies, educational facilities, health care facilities, etc. The ITTC is currently limited in its scope of customers by Iowa Code under 8D § 3, 8D § 11, and 8D § 13, and is not permitted to provide telecommunications services to individuals.

Additionally, the ITTC is covered by Iowa Code under Chapter 22, which governs Examination of Public Records, also known as open records. The vast majority of the information Iowa Telecommunications & Technology retains concerning customers relates to the entity, not to individuals. Information on individuals is limited to two areas. The first group is state employees, and only to the extent that the person is a state employee and has a certain phone number, which the state has opted to publish to the public at large. The second group is the contacts within the customer agencies and entities with which the ITTC staff work to provide services as requested, and all information associated with those individuals would be their work contact information.

The ITTC, as an independent agency of the State of Iowa, does not sell, license, or provide any contact information to outside sources, except as covered under an open records request filed under Iowa Code Chapter 22. The majority of the customers are also covered under Iowa Code Chapter 22, so it is reasonable to expect they are familiar with the law.

When the ITTC receives an open records request, the communications staff ensures the information does not fall into the areas excluded by Iowa Code Chapter 22.7, Confidential Records.